

Special Districts Department

Division of Water and Sanitation

Request for Proposal: Date of Issue: Date Proposal Due: Integrated Utility Management System March 5, 2003 April 16, 2003

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I. Introduction

A. Purpose

The San Bernardino County, Special Districts Department, Division of Water and Sanitation (DWS) is interested in acquiring a solution for a pre-programmed, off-the-shelf software program that meets the multiple components of utility management. The DWS consists of the Victorville Department of Water and Sanitation and the Crestline Department of Sanitation. DWS is soliciting responses to this request from qualified vendors.

It is the intent of the DWS to establish a mutually beneficial relationship with a vendor(s) who is committed to providing solutions to meet all of the DWS's requirements. The DWS prefers to purchase the components of this RFP hardware, software, data conversion, integration, training, documentation, and any support services from a single vendor. However, if the best interests of the DWS may be better served, this RFP may be awarded in piecemeal and vendors responding must be aware of this qualification and reflect it in their response to this RFP.

B. Mandatory Vendor Requirements

All vendors must:

- **1.** Possess and maintain all appropriate licenses necessary in the performance of duties required under this proposal.
- **2.** Vendor will be required to meet the requirements to be an approved vendor for the County of San Bernardino. Vendor will provide necessary documentation upon request.
- **3.** Have the capability to provide pre-programmed off-the-shelf integrated utility management software that meets system and technical requirements listed in Attachments B through U for a minimum of 25 users.
- **4.** Have a minimum of three (3) years experience in billing programs.
- **5.** Provide five (5) references to other utility companies with 25,000 customers or more.
- **6.** Have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail.
- 7. Have the ability to comply with the proposed timeline.
- **8.** Have the ability to fulfill standard contract requirements, including indemnification and insurance.
- **9.** Have the ability to meet other presentation and participation requirements listed in this RFP.

C. Questions

Questions regarding the contents of this RFP must be submitted in writing on or before 12:00 Noon (Local Time) on Monday, January 13, 2003, and be directed to the individual listed below. All questions will be answered and copies of both the question and answer bill be listed on the Special Districts Internet site located at www.specialdistricts.org.

D. Correspondence

All correspondence, including proposals, is to be submitted to:

Debra Andersen San Bernardino County Special Districts Department Post Office Box 5004 Victorville, California 92393-5004

Fax Number: (760) 955-9685

E-Mail: dandersen@sdd.sbcounty.gov

NOTE: Fax number and e-mail address may be used to submit questions only. **Proposals will not be accepted by e-mail or facsimile.**

E. Proposal Submission Deadline

All proposals must be received at the address listed above no later than 3:00 p.m., on Wednesday, April 16, 2003. Facsimile or electronically transmitted proposals will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late or incomplete proposals may not be opened and considered.

F. Admonition to VENDORS

Once this RFP has been issued, VENDORS are specifically directed no to contact DWS personnel for meetings, conferences or technical discussions related to this RFP. Failure to adhere to this policy may result in disqualification of the VENDOR. All questions regarding this RFP can be presented in writing as indicated in Section I paragraph C.

II. Proposal Timeline

Tentative Release of RFP	January 6, 2003
Deadline for Proposals	3:00 p.m. (Local Time), April 16, 2003
Notification of Award (subject to change)	Following April 30, 2003

III. Proposal Conditions

A. Contingencies

This RFP does not commit the DWS to award a contract. The DWS reserves the right to accept or reject any or all proposals if the DWS determines it is in the best interest of the DWS to do so. The DWS will notify all vendors in writing, if the DWS rejects all proposals.

B. Modifications

The DWS reserves the right to issue addenda or amendments to this RFP.

C. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this proposal. It is the vendor's responsibility to ensure that its proposal arrives on or before the specified time.

D. Incurred Costs

This RFP does not commit the DWS to pay any costs incurred by the vendors in the preparation of a proposal in response to this request and vendors agree that all costs incurred by vendors in developing this proposal are the vendor's responsibility.

E. Negotiations

The DWS may require the potential Vendor/contractor(s) selected to participate in negotiations, and to submit a price, technical, or other revisions of their proposals as may result from negotiations.

F. Invoicing

Upon verification of information presented in each DWS Financial Management System Vendor Quote, a contract will be issued to the successful vendor(s).

Invoicing against the contract shall be made as follows:

1. Annual billing Off the Shelf Site License

Vendor may invoice for the first year's License within 15 days of delivery of the product to DWS.

2. Conversion

Vendor may invoice upon DWS's concurrence that the Vendor has satisfied all requirements

3. Modifications

Vendor may invoice every two weeks for completed modifications, upon acceptance by the DWS. Modification invoices will include a reference to the number of the completed requirement(s) and the hourly rates used to determine the cost.

Unless specifically approved in writing by the DWS, the sum of all Modification Invoices shall not exceed the total Modifications amount included in the Vendor's Quote.

4. Implementation and Training

Vendor may invoice for implementation and support upon completion of Installation Training, Train-the-Trainer Training, Core User Training, All User Training, delivery of referenced training manuals and provision of contact information for technical support.

All invoices shall be submitted as follows:

San Bernardino County Special Districts Department Debra Andersen Post Office Box 5004 Victorville, California 92393-5004

G. Award

Award of contract may or may not be an all or nothing basis or by groups of items. The DWS reserves the option to make award(s) as it deems to be in the best interest of DWS.

H. Acceptance or Rejection of Proposals

Proposal shall remain open, valid and subject to acceptance anytime within one hundred eighty days (180)after the proposal opening and up to the end of the contract period.

IV. General Requirements

A. Shipment and Delivery

All prices must be quoted F.O.B. destination. Delivery of all items comprising the proposed hardware and software, as well as alternate or optional items that may be desired, must be within 90 days after receipt of an acceptable, duly executed contract or purchase order.

B. Acceptance

Acceptance testing will consist of the vendor's standard acceptance testing for hardware and software. Said acceptance test to be agreed upon by the DWS and the vendor prior to a purchase agreement. After delivery and upon complete installation, the vendor will provide notice that the hardware and software are properly installed and ready for use. At this point, the vendor will demonstrate the operation of the hardware and software. The package must perform to the satisfaction of the DWS.

C. Warranty

The vendor must warrant the purchased hardware for a three-year period and the software for a period of one year from the date of installation. The vendor should state whether or not the vendor or the manufacturer provides the warranty.

The DWS requires warranty service on a five (5) day basis with a one-hour response during normal working hours 8:00 am through 5:00 pm. The vendor must also warrant that the hardware and software will operate in accordance with the vendor's published specifications at the time of delivery, as well as warrant against defects in workmanship and material. If the vendor offers additional warranty service or support other than what is stated above, the vendor should state such programs and the additional cost of the program.

V. Scope of Work

A. Background

San Bernardino County Special Districts Department, Division of Water & Sanitation has two locations: the first is located in the high desert community of Victorville and the second is located in the mountain community of Crestline. The DWS performs the administrative and operational functions for ten separate water districts, ten sewer districts and one sanitation district. Currently the division provides service for approximately twenty-one thousand nine hundred sixty-nine (21,969) customers. There are fifty-four (54) employees in various positions throughout the division that maintain forty-six (46) water wells, fifty (50) reservoirs with a combined storage capacity of fifteen million fifty-one thousand (15,051,000) gallons and services five hundred thirty-eight (538) miles of water lines and appropriate booster stations. The Division also maintains six (6) sewage treatment plants with a combined treatment capacity of three million one hundred sixty 3.16 MGD (million gallons per day), two (2) septic treatment systems, six (6) collection systems, seventeen (17) sewage lift stations and two hundred two and ninety-five (202.95) miles of sewage collection service lines.

The Division of Water and Sanitation invites your company to submit a written proposal to provide all or part of the following comprehensive, fully integrated system(s).

B. System Requirements

Off-the-shelf software refers to products that are packaged and currently available for sale. Financial Management System off-the-shelf software is software that satisfies the multiple components involved in the management of several county level water and wastewater utility districts. The system requirement forms (Attachment #) serve to assess the Financial Management System off-the-shelf software product.

Vendor will identify whether the feature or functionality already exists in the offthe-shelf product. The word "YES" must be used if the off-the-shelf product already has the requirement. If the vendor's product does not contain the feature or functionality, then the requirement is to be considered a modification or upgrade feature. The word "NO" must be used if the product is to be modified or the feature is a scheduled upgrade and is included in the next version release.

Vendor will then estimate the next version release date and enter the information in the Comment or Note to Reference field or estimate the maximum number of hours required for completing that requirement, and enter that information in the Comment or Note Reference field. Vendor will calculate a "Not to Exceed" Quote for all modifications, based on an hourly projection for each of the requirements. The Quote for Modifications must also include the hourly rate(s) on which this work will be based.

VI. Contract Requirements

A. General

1. Period of Contract

The term of this contract will be for a twelve-month period beginning approximately in March 2003 and ending February 29, 2004. Notwithstanding the foregoing, this contract may be terminated at any time, with or without cause, by the DWS upon 30 (thirty) days advance written notice to the other party. In the event of termination, each party shall fully pay and discharge all obligations in favor of the other accruing prior to the date of such termination, and each party shall be released from all obligations of performance which would otherwise accrue subsequent to the date of termination. Neither party shall incur any liability to the other by reason of such termination.

2. Non-Disclosure and Confidentiality

In the course of performing this contract, the vendor may be or has been given access to or entrusted with data identified as "Business Sensitive" and/or data belonging to or marked or considered as "proprietary." Data includes all data, information and software, regardless of the medium (e.g. electronic or paper) and/or format in which the data exists, and includes data, which is derived from, based on, incorporates, includes or refers to such Business Sensitive and/or proprietary data (collectively referred to herein as "the data").

As a condition to receiving access to the data, the vendor shall: (1) use the data solely for the purpose of performing duties under this contract; (2) not discuss with, disclose, release, reproduce or otherwise provide or make available the data, or any portion thereof, to any non-Government person or entity (including, but not limited to any subcontractor, joint venture, affiliate, successor or assignee of the vendor), unless the DWS has given prior written approval, (3) establish safeguards to protect such data or software from unauthorized use or disclosure; and (4) indoctrinate its personnel who will have access to the data as to the restrictions under which access is granted. Any other use, disclosure, release or reproduction

is unauthorized and may result in substantial criminal, civil and/or administrative penalties to the vendor or to the individual who violates this special contract requirement or non-disclosure agreement.

When the vendor's need for such data ends, the data shall be returned promptly (within 10 business days) to the appropriate DWS personnel. However, the obligation not to discuss, disclose, release, reproduce or otherwise provide or make available such data, or any portion thereof, shall continue, even after completion of the contract. Any actual or suspected unauthorized use, disclosure, release, or reproduction of such data or violation of this agreement, of which the company or any employee is or may become aware, will be reported promptly (within one business day) to the DWS Program Manager.

3. Legality and Severability

The parties' actions under the Contract shall comply with all applicable laws, rules, regulations, court orders and government agency orders. If a provision of the Contract is terminated or held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall remain in full effect.

4. Taxes

The County is exempt from Federal excise taxes and no payment shall be made for any personal property taxes levied on vendor or on taxes levied on employee wages. The County shall only pay for any State or local sales or use taxes on the services rendered or equipment and/or parts supplied to the DWS pursuant to the Contract.

5. Risk of Loss or Damage

Vendor shall bear all risk of loss or damage to Hardware and Software until delivered to DWS locations. After Hardware and Software are delivered, the DWS bears all risk of loss or damage, except loss or damage attributable to Vendor negligence; defects that the DWS could not reasonably have discovered prior to Functional Acceptance; or Vendor breach of Contract.

6. Representation of the County

In the performance of the Agreement, Vendor, its agents and employees, shall act in an independent capacity and not as officers, employees, or agents of the County of San Bernardino.

7. Vendor Primary Contact

The Vendor will designate an individual to serve as the primary point-of-contact for the Agreement. Vendor or designee must respond to DWS inquiries within 2 (two) business days. Vendor shall not change the primary point of contact without written notification and Acceptance.

8. Change of Address

Vendor shall notify the DWS in writing, of any change in mailing address within 10 (ten) business days of the change.

9. Subcontracting

Vendor agrees not to enter into any subcontracting agreements for work contemplated under the Agreement without first obtaining written approval for the DWS. Any subcontracting shall be subject to the same provisions as the Vendor. Vendor shall be fully responsible for the performance and payments of any subcontractor's contract.

10. Agreement Assignability

Without the prior written consent of the DWS, the agreement is not assignable by vendor in whole or in part.

11. Agreement Amendments

Vendor agrees any alterations, variations, modifications, or waivers of the provisions of the Agreement shall be valid only when reduced to writing, executed and attached to the original Agreement and approved by the required persons.

12. Termination for Convenience

The DWS for its convenience may terminate in whole or in part upon 30 (thirty) calendar day's written notice this Agreement. If such termination is effected, an equitable adjustment in the price provided for in this agreement shall be made. Such adjustment shall provide for payment to the vendor for services rendered and expenses incurred prior to the effective date of termination. Upon receipt of termination notice Vendor shall promptly discontinue services unless the notice directs otherwise. Vendor shall deliver promptly to the DWS and transfer title, if necessary, all complete work and work in progress, including drafts, documents, plans, forms, data, products, graphics, computer programs and reports.

13. Attorney Fees and Costs

If any legal action is instituted to enforce any party's rights hereunder, each party shall bear its own attorney fees and costs, regardless of who is the prevailing party. This paragraph shall not apply to those attorney fees and costs directly arising from a third-party legal action against a party hereto and payable under part B, Paragraph 1, Indemnification.

14. Venue

The venue of any action of claim brought by any part to this Agreement will be the Central District Court of San Bernardino County. Each party hereby waives any law or rule of the court, which would allow them to request or demand a change of venue. If any action or claim concerning this Agreement is brought by any third-party, the parties hereto agree to use their best efforts to obtain a change of venue to the Central District Court of San Bernardino County.

15. Jury Trial Waiver

Vendor and DWS hereby waive their respective rights to trial by jury for any cause of action, claim, counterclaim, or cross-complaint in any action, proceeding, and/or hearing brought by either vendor against DWS or DWS against vendor on any matter arising out of, or in any way connected with this Agreement, the relationship of Vendor and DWS, or any claim of injury or damage, or the enforcement of any remedy under any law, statue, or regulation, emergency or otherwise, now or hereafter in effect.

16. Licenses and Permits

Vendor shall ensure that it has all the necessary licenses and permits required by the laws of Federal, State, County and municipal laws, ordinances, rules and regulations. The vendor shall maintain these licenses and permits in effect for the duration of the Agreement. Vendor will notify the DWS immediately of loss or suspension of any such licenses and permits. Failure to maintain required licenses and permits may result in immediate termination of this Agreement.

17. Labor Laws

Vendor shall strictly adhere to the applicable provisions of the Labor Code regarding the employment of apprentices; minimum wages; travel and subsistence pay; retention and inspection of payroll records; workers compensation; payment of wages.

18. Notification Regarding Performance

In the event of a problem or potential problem that will impact the quality or quantity of work, services, or the level of performance under this Agreement, the Vendor shall notify the DWS within 1 (one) business day, in writing and by telephone.

19. Conflict of Interest

Vendor shall make all reasonable efforts to ensure that no DWS officer or employee, whose position in the County enables him/her to influence any award of this contract or any competing offer shall have any direct or indirect financial interest resulting from the award of this contract or any relationship to the Vendor, or officer, or employee of the Vendor.

20. Inaccuracies or Misrepresentation

If in the course of the RFP process or in the administration of a contract, the DWS determines that the vendor has made a material misstatement, misrepresentation, or omission that materially inaccurate information has been provided to the DWS during the RFP process, the vendor may be terminated form the RFP process or in the event that an Agreement is made, and a contract is awarded, the contract may be immediately terminated.

In the event of a termination under the provision, the County is entitled to pursue any available legal remedies. A performance bond of up to 50% of the Agreement price may be required.

21. Improper Consideration

Vendor shall not offer any improper consideration such as, but not limited to, cash, discounts, service, the provision of travel or entertainment, or any items of value to any officer, employee or agent of the County in an attempt to secure favorable treatment regarding this Agreement.

The DWS, by written notice, may immediately terminate any Agreement if it determines that any improper consideration as described in the preceding paragraph was offered to any officer, employee or agent of the County with respect to the proposal and award process. This prohibition shall apply to any amendment, extension or evaluation process once an Agreement has been awarded.

Vendor shall immediately report any attempt by a County officer, employee or agent to solicit improper consideration from the Vendor. The report shall be made to the supervisor or manager charged with supervision of employee or to the County Administrative Office. In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

22. Ownership of Documents

All documents, data, products, graphics and reports prepared by the vendor pursuant to this Agreement shall be considered property of the DWS upon payment for product/service. All such items shall be delivered to the DWS at the completion of work under this Agreement, subject to the requirements of Section VI, A, 13 (Termination for Convenience). Unless otherwise directed by the DWS, Vendor may retain copies of such items.

23. Employment of Former COUNTY Officials

VENFOR agrees to provide or has already provided information on former County of San Bernardino administrative officials (as defined below) who are employed by or represent VENDOR. The information provided

includes a list of former COUNTY administrative officials who terminated COUNTY employment within the last five years and who are now officers, principals, partners, associates or members of the business. The information also includes the employment with or representation of VENDOR. For purposes of this provision, "COUNTY administrative official" is defined as a member of the Board of Supervisors or such officer's staff, COUNTY Administrative Officer or member of such officer's staff, COUNT department or group head, assistant department or group head, or any employee in Exempt Group, Management Unit or Safety Management Unit.

24. Recycled Paper Products

The COUNTY has adopted a recycled product purchasing standards policy (11-10), which requires contractors to use recycled paper for proposals and for any printed or photocopies material created as a result of a contract with the COUNTY. The policy also requires Contractors to use both side of paper sheets for reports submitted to the COUNTY whenever practicable.

25. Artwork, Proofs, and/or Negatives

All artwork, proofs and/or negatives in either print or digital format for this product are the property of the County of San Bernardino. These items must be returned to the County of San Bernardino within ten-days (10), upon written notification to the VENDOR. In the event of a failure to return the documents, the DWS is entitled to pursue any available legal remedies. In addition, the VENDOR will be barred from all future solicitations, for a period of at least six-months (6).

26. Payment

VENDOR shall be paid for service under this agreement, upon inspection and one hundred percent (% 100) completion of the project.

27. Release of Information

No news releases, advertisements, public announcements or photographs arising out of the Agreement or VENDOR's relationship with DWS may be made or used without prior written approval of the DWS.

B. Indemnification and Insurance Requirements

1. Indemnification

The Vendor agrees to indemnify, defend and hold harmless the County and District and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages, and/or liability arising out of this Agreement from any cause whatsoever, including acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim therefore, except where such indemnification is prohibited by law.

2. Insurance

- a. <u>Indemnification</u> The Contractor agrees to indemnify, defend and hold harmless the County and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages and/or liability arising from contractor's acts, errors or omissions and for any costs or expenses incurred by the County on account of any claim therefore, except where such indemnification is prohibited by law.
- b. <u>Insurance</u> Without in anyway affecting the indemnity herein provided and in addition thereto the contractor shall secure and maintain throughout the contract the following types of insurance with limits as shown:

Workers' Compensation – A program of Workers' Compensation insurance or a State approved Self-Insurance Program in an amount or form to meet all applicable requirements of the Labor Code of the State of California, including Employer's Liability with \$250,000 limits, covering all persons providing services on behalf of the consultant and all risks to such persons under this Agreement.

If Contractor has no employees, it may certify or warrant to County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the Requirement for Workers' Compensation coverage will be waived by the County's Risk Manager.

With respect to Contractors that are non-profit corporations organized under California or Federal law, volunteers for such entities are required to be covered by Workers' Compensation insurance. If the County's Risk Manager determines that there is no reasonable priced coverage for volunteers, evidence of participation in a volunteer insurance program may be substituted.

Comprehensive General and Automobile Liability Insurance – This coverage to include contractual coverage and automobile liability coverage for owned, hired and non-owned vehicles. The policy shall have combined single limits for bodily injury and property damage of not less than one million dollars (\$1,000,000).

Errors and Omission Liability Insurance – Combined single limits of \$1,000,000 for bodily injury and property damage and \$3,000,000 in the aggregate <u>or</u>

Professional Liability – professional liability insurance with limits of at least \$1,000,000 per claim occurrence.

<u>Additional Named Insured</u> – All policies, except for Workers' Compensation, Errors and Omissions and Professional Liability policies shall contain additional endorsements naming the County and

its officers, employees, agents and volunteers as additional named insured with respect to liabilities arising out of the performance of services hereunder.

<u>Waiver of Subrogation Rights</u> – Except for the Errors and Omissions Liability and Professional Liability, Contractor shall require the carriers of the above-required coverage's to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, contractors and subcontractors.

<u>Policies Primary and Noncontributory</u> – All policies required above are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.

<u>Proof of Coverage</u> – Contractor shall immediately furnish certificates of insurance to the County Department administering the contract evidencing the insurance coverage, including endorsements, above required prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty-days (30) written notice to the Department, and Contractor shall maintain such insurance from the time Contractor commences performance of service hereunder until the completion of such services. Within sixty-days (60) of the commencement of this Agreement, the Contractor shall furnish certified copies of the policies and all endorsements.

<u>Insurance Review</u> – The above insurance requirements are subject to periodic review by the County. The County's Risk Manager is authorized, but not required, to reduce or waive any of the above insurance requirements whenever the Risk Manager determines that any of the above insurance is not available, is unreasonably priced, or is not needed to protect the interests of the County. In addition, if the Risk Manager determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Risk Manager is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonable related to the County's risk.

Any such reduction or waiver for the entire term of the Agreement and any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this Agreement. Contractor agrees to execute any such amendment within thirty-days (30) of receipt.

3. Additional Named Insured

All policies, except for the Workers' Compensation, Errors of Omissions and Professional Liability policies shall contain additional endorsements naming the DWS and its officers, employees, agents and volunteers as additional named insured with respect to liabilities arising out of the performance of services hereunder.

4. Waiver of Subrogation Rights

The vendor shall require the carriers of the above required coverage's to waive all rights of subrogation against the DWS, its officers, employees, agents, volunteers, vendors and subcontractor.

5. Policies Primary and Non-Contributory

All policies required above are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the DWS.

6. Proof of Coverage

The vendor shall immediately furnish certificates of insurance to the DWS evidencing the insurance coverage, including the endorsements above required, prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without 30 (thirty) days written notice to the DWS. Vendor shall maintain such insurance from the time Vendor commences performance of services hereunder until the completion of such services. Within 60 (sixty) days of commencement of this Agreement, the Vendor shall furnish certified copies of the policies and all endorsements.

7. Insurance Review

The above insurance requirements are subject to periodic review by the DWS. The DWS's Risk Manager is authorized, but not required, to reduce or waive any of the above insurance requirements whenever the Risk Manager determines that any of the above insurance is not available, is unreasonably priced, or is not needed to protect the interests of the DWS. In addition, if the Risk Manager determines that heretofore, unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Risk Manager is authorized but not required, to change the above insurance requirements, to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the DWS, inflation, or any other item reasonably related to the DWS's risk.

Any such reduction or waiver for entire term of the Agreement and any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this Agreement. Vendor agrees to execute any such amendment within 30 (thirty) days of receipt.

C. Right to Monitor and Audit

1. Right to Monitor

The DWS shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of vendor in the delivery of services provided under this Agreement. Vendor shall give full cooperation, in any auditing or monitoring conducted. Vendor shall cooperate with the DWS in implementation, monitoring and evaluation of this Agreement and comply with any and all reporting requirements established by the DWS.

In the event the DWS determines that vendor's performance of its duties or other terms of this Agreement are deficient in any manner, the DWS will notify vendor of such deficiency in writing or orally, provided written confirmation is given 5 (five) days thereafter. Vendor shall remedy any deficiency within 48 (forty-eight) hours of such notification, or the DWS at its option may terminate this Agreement immediately upon written notice, or remedy deficiency and off set the cost thereof from any amounts due the Vendor under this Agreement or otherwise.

2. Availability of Records

All records pertaining to services delivered and all fiscal, statistical and management books and records shall be available for examination and audit by the DWS, County, Federal and State representatives for a period of 3 (three) years after final payment under this Agreement or until all pending District, County, State and Federal audits are completed, whichever is later.

VII. Proposal Submission

A. General

- 1. All interested and qualified Vendors are invited to submit a proposal for consideration. Submission of a proposal indicates that the Vendor has read and understands the entire RFP, to include all appendixes, attachments, exhibits, schedules, and addendum (as applicable) and all concerns regarding the RFP have been satisfied.
- 2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

- **3.** Proposals must be complete in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.
- 4. All proposals and materials submitted become property of the DWS. All proposals received are subject to the "California Public Records Act."

B. Proposal Presentation

- 1. All proposals must be submitted on 8 ½ x 11 paper, neatly typed, double-sided on recycled paper, with normal (1 inch) margins and single-spaced. Typeface must be no more than 12 characters per inch. Each page, including attachments, must be clearly and consecutively numbered at the bottom right of each page.
- 2. One (1) original and nine (9) copies, a total of ten (10), of the complete proposal must be received by the deadline for receipt of proposal specified in Section II, Proposal Timeline. The original and all copies must be in a sealed envelope or container stating on the outside: Vendor Name, Address, Telephone Number, RFP Title and Proposal due date, to:

County of San Bernardino, Special Districts Department Water and Sanitation Department ATTN: Debra Andersen Post Office Box 5004 Victorville, California 92393-5004

3. Hand carried proposals may be delivered to:

County of San Bernardino, Special Districts Department Water and Sanitation Department Attn: Debra Andersen 12402 Industrial Boulevard Building D, Suite 6, Victorville, California

Deliveries will only be accepted between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday, excluding holidays observed by the County of San Bernardino. Vendors are responsible for informing any commercial delivery service, if used, of all delivery requirements, and for ensuring that the address information appears on the outer wrapper or envelope used by such service.

4. The DWS realizes that factors other than price are important. As a result, price may not be the sole factor upon which the DWS's decision to award is based. Award may be based on unit prices or cumulative totals or upon other considerations. The DWS will make the award based upon the proposal, which best meets, its need. The DWS may reject any or all

proposals, any portion of a proposal, and may waive any informality or immaterial irregularities in a proposal.

C. Proposal Format

Responses to this Request for Proposal must be in the form of the proposal package submitted in the following format:

1. Signed Coversheet

- 2. Cover Letter Submit Request for Proposal coversheet and a letter, on letterhead stationary, signed by duly authorized officer, employee, or agent of the organization/firm submitting the proposal that must include the following information (See Attachment A Checklist, Item 2):
 - a. A statement that the proposal is submitted in response to the Request for Proposal TITLE AND NUMBER.
 - b. A statement indicating which individuals, by name, title, address and phone numbers are authorized to negotiate with the DWS on behalf of the organization.
 - c. A statement certifying that the undersigned, under penalty of perjury, is an agent authorized to submit proposals on behalf of the organization/firm.
- **3. Table of Contents** (See Attachment A Checklist, Item 3)
 - a. All pages of the proposal, including the enclosures and attachments must be clearly and consecutively numbered and correspond to the Table of Contents.
- **4. Statement of Certification** Include the following in this section of the proposal (See Attachment A Checklist, Item 3):
 - a. A concise statement of the services proposed.
 - b. A statement that the offer made in the proposal is firm and binding for 180 days from the date the proposal is opened and recorded.
 - c. A statement that all aspects of the proposal, including cost, have been determined independently, without consultation with any other prospective Vendor or competitor for the purpose of restricting competition.
 - d. A statement that all declarations in the proposal and attachments are true and that this shall constitute a warranty, the falsity of which shall entitle the County to pursue any remedy by law.
 - e. A statement that the Vendor agrees that all aspects of the RFP and the proposal submitted shall be binding if the proposal is selected and a contract is awarded.
 - f. A statement that the prospective Contractor, if selected, will comply with all applicable rules, laws and regulations.

- **4. Statement of Qualifications --** Include the following in this section of the proposal (See Attachment A Checklist, Item 4):
 - a. Business name of the prospective Contractor and legal entity such as corporation, partnership, etc...
 - b. A statement that the prospective Contractor has a demonstrated capacity to perform the required services and has done so for a minimum of three (3) consecutive years.
 - c. An organizational chart, depicting the structure that will support the client from kick-off through fruition.
 - d. Vendor will provide a resume for each individual involved with this Contract who will deal with the DWS, such as Sales Personnel, Service Personnel, Technical Personnel, etc.
- **5. Proposal Description** Include detailed proposal descriptions of the following in this section (see Attachment A Checklist, Item 5):
 - a. Synopsis of the Vendor's understanding of the DWS's needs and how the Vendor plans to meet these needs. This should provide a broad understanding of the Vendor's entire proposal.
 - b. Narrative description of the proposed plan to achieve the Scope of Work, Section V.
 - c. Explanation of any assumptions and/or constraints.

6. System Requirements

Have the demonstrated capability to provide pre-programmed off-the-shelf utility billing software that meets system and technical requirements, Attachments B through T.

7. References

Provide contact name, address, phone-number and dates services were provided, for five (5) clients with a minimum of twenty-five thousand (25,000) customers. This information must be included (see Attachment A Checklist, Item 7), as References.

8. Pricing

Complete proposed pricing on (see Attachment A Checklist, Item 8), as Proposed Pricing.

9. Copies of Insurance – (See Attachment A Checklist, Item 9) Submit evidence of ability to insure as stated in Section VI, B-2, Indemnification and Insurance Requirements.

VIII. Evaluation of Proposals

A. Evaluation Process

All proposals will be subject to a standard review process developed by the County. A primary consideration shall be the effectiveness of the agency or organization in the delivery of comparable or related services based upon

demonstrated performance. The evaluation will be based on the written proposal as submitted and product demonstration.

B. Evaluation Criteria

1. Initial Criteria

All proposals will be initially evaluated to determine if they meet the following mandatory requirements:

- a. The proposal must be complete, in the required format, and be in compliance with all the requirements of this RFP.
- b. Prospective Vendors must meet the requirements as stated in the Mandatory Vendor Requirements as outlined in Attachment #.
- c. Provide the references requested in Attachment #.
- d. Submit all required documentation and certifications. Failure to meet all of these requirements may result in a rejected proposal. No proposal shall be rejected, however, if it contains a minor irregularity, defect or variation if the irregularity, defect or variation is considered by the DWS to be immaterial or inconsequential. In such cases, the Vendor will be notified of the deficiency in the proposal and given an opportunity to correct the irregularity, defect or variation or the DWS may elect to waive the deficiency and accept the proposal.

2. Final Review

Proposals meeting the above requirements will be evaluated on the basis of the following criteria not necessarily in order of importance:

- a. Proposed cost of service, Attachment Item 8 Proposed Pricing.
- b. Vendor's qualifications and experience in installing similar type equipment/systems. This review will be based upon the references provided.
- c. Vendor's financial stability. This review will be based upon Vendor provided business financial statements.
- d. Vendor's proposed plan to achieve the Scope of Work, as outlined in Section V.
- e. If deemed necessary, a pilot may be requested and used in the final evaluation.
- f. Selection will be based on determination of which proposal best meets the needs of the DWS and the requirements of this RFP.

3. Demonstration

To verify the functionality and performance of proposed software and hardware, Vendors may be required to install and demonstrate the product during the Demonstration Period outlined in the Proposed Timeline. The demonstration will be installed at the Vendor's expense as a cost to submitting the proposal for consideration.

Of the Proposals submitted, those ranking in the top 3 (three) and meeting the stated minimum requirements may be considered for demonstration of the proposed system and services. Selection will be based on determination of which proposal will best meet the needs of the DWS and the requirements of this RFP.

Installation and demonstration does not guarantee contract award.

At the conclusion of the demonstration period, performance outcomes will be evaluated for further consideration and award recommendation.

- a. Demonstration System Review Criteria
 - i. Overall performance
 - ii. Capability
 - iii. Ease of use
 - iv. Speed
 - v. Reliability
 - vi. Upgradeability

C. Contract Award

- **1.** Agreement(s) will be awarded based on a competitive selection of proposals received.
- 2. The contents of the proposal of the successful Vendor will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award.
- 3. Award of contract may or may not be on an all or nothing basis or by trade and or geographic area. The DWS reserves the option to make award(s) as it deems to be in the best interest of the DWS.
- 4. Cost of service is one factor in the evaluation process, but the DWS is not obligated to accept the lowest cost proposal. Ability to provide quality service in a timely manner in accordance with the RFP requirements is critical to a successful proposal.

D. Disputes

In the event a dispute arises concerning the proposal process or award of the contract, the party wishing resolution of the dispute shall submit a request in writing to the Division Chief of Management Information Services, San Bernardino County – Fire Department. Vendor may appeal the recommended award or denial of award, provided the following stipulations are met:

- **1.** Appeal request must be in writing.
- 2. Must be submitted within 10 (ten) calendar days of the date of the recommended award or denial of award letters, as applicable.

An appeal of a **denial of award** can only be brought on the following grounds:

- 1. Failure of the DWS to follow the selection procedures and adhere to the requirements specified in the RFP.
- 2. There has been a violation of conflict of interest as provided by California Government Code Section 87100 et seq.
- **3.** A violation of State or Federal law.

Appeals will not be accepted for any other reasons than those stated above. All appeals must be sent to:

Manuel Rodriguez, Division Chief - MIS San Bernardino County Special Districts Department 157 West 5th Street, Second Floor San Bernardino, Ca 92415

E. Right to Refuse

The County Board of Supervisors reserves the right for any reason to accept or reject any one or more proposals to negotiate the terms and specifications for the service provided, to modify any part of the RFP, or to issue a new RFP.

F. Final Authority

The final authority to award an Agreement rests solely with the Board of Supervisors acting as the governing body for all Board-governed special districts and county service areas.

CHECKLIST

Description	Included
Signed coversheet	
Cover Letter	
Table of Contents	
Statement of Qualifications	
Proposal Description	
System Requirements – Attachments B - U	
References (minimum of 5)	
Proposed Pricing	
Copies of Insurance	
	Signed coversheet Cover Letter Table of Contents Statement of Qualifications Proposal Description System Requirements – Attachments B - U References (minimum of 5) Proposed Pricing

Reference	System Requirement	Available Yes or No	Cost to Modify	Comment or Reference to Note
1.00	Different account structure can be used for several			
	account types – i.e. asset, liability, revenue and expense.			
1.01	User-definable name segments with up to 40 characters,			
	divided among 6 top level/parent groups with			
	alphanumeric field data types.			
1.02	User-definable sub-account structure with up to 7 digits			
	with alphanumeric field data types to track project costs.			
1.03	Each level of the account number can be individually			
	numbered.			
1.04	Each level of the account number can be titled			
	differently.			
1.05	All account status and detail reports can be configured to			
	print subheading and subtotals.			
1.06	All modules fully integrated.			
1.07	Real-time data entry.			
1.08	Enterprise accounting set-up (multi-user, multi-tiered			
	transactions).			
1.09	Any level of the account number can be designated at the			
	object level, which works in conjunction with the			
	account object reports to produce account level totals by			
	account classification.			
1.10	The system can be configured to display a warning			
	message on budget overrun conditions, but allow the			
	account to be used.			
1.11	The system can be configured to stop processing of the			
	transaction when a budget-overrun condition is			
	encountered.			
1.12	The system can be configured for several budget			
	preparation stages.			
1.13	Each user can be given access to a limited set of accounts			

	during document entry.		
1.14	Variety of standard reports including: Trial Balance,		
	Transaction and Sub-Transaction Detail, Chart of		
	Accounts, Balance Sheet, Daily Cash Drawer.		
1.15	User modifiable standard reports.		
1.16	Ability to inactivate a general ledger account from a		
	selected fiscal year without deleting it from other fiscal		
	years.		
1.17	Ability to re-open a closed fiscal period.		
1.18	Allow posting to future periods.		
1.19	Fiscal years can include two calendar years.		
1.20	Any number of fiscal years can be open at any given		
	time.		
1.21	Any number of periods within a fiscal year can be open		
	at any give time.		
1.22	Periods closed to prevent postings to these closed		
	periods. Postings will actually be posted in next/incurred		
	rather than in closed, for example.		
1.23	System imposes no limit on the number of years of		
	account history retained on-line with off-line archive		
	retrieval.		
1.24	Account budget and actuals history is retained on a		
	period-by-period basis and for an unlimited number of		
	years.		
1.25	Allows printing of status and transaction detail reports		
	for analysis of prior years as well as the printing of true		
	quarterly reports.		
1.26	Historical transactions detail is retained which supports		
	the budget and actual historical figures.		
1.27	All accounting reports can be run for any fiscal year and		
	any period range.		

1.28	Capability to identify the transactions that generated a specific debit or credit amount.		
1.29	Drill down on all transactions in all modules down to the source document level.		
1.30	Complete user guide for General Ledger module.		
1.31	Create reversing documents, which automatically appear		
	in the next or designated fiscal period and reverses the		
	effects of the initial posting.		
1.32	Allows recurring journal documents, which		
	automatically appear in the next or designated fiscal		
	period and reverses the effects of the initial posting.		
1.33	Provides capability to set up template documents for		
	regular, recurring entries.		
1.34	Capability to reverse document selection if incorrect		
	documents are selected.		
1.35	Automatically checks each document for out-of-balance		
	conditions (balance sheet debits do not match balance		
	sheet credits).		
1.36	Allows a document to be saved or posted only when an		
	out-of-balance condition is resolved.		
1.37	Posting reports may be reprinted.		
1.38	Automatically generates closing entries at year-end.		
1.39	Automatically generates opening entries at beginning of		
	year.		
1.40	Capability to open new departments and funds,		
	automatically populating the standard chart of accounts		
	with appropriate accounts based on another department		
	or fund's account.		
1.41	Add to chart of accounts any account number level (fund,		
	department, object, etc.) and automatically populate that		
	new level with appropriate accounts in a few simple		
	steps.		

1.42	Allow account numbers to be changed for a new fiscal		
	year as described in 1.39 and 1.40 above.		

Budgets and Forecasting

Reference	System Requirement	Available Yes or No	Cost to Modify	Comment of Reference to Note
2.00	Multiple budgets scenarios can be tested and only specified scenarios translated into actual budget requests.		•	
2.01	What if analysis for budgeted payroll and benefits.			
2.02	True group-level budgeting in which a budget amount may be applied to several line items (rather than requiring budget amounts to be applied down to the line item level).			
2.03	Budget amounts may be spread to monthly amounts using multiple methods including:			
2.04	Straight-line Straight-line			
2.05	Variable association with selected account (such as revenue).			
2.06	Variable association with selected prior year actual account.			
2.07	Variable association with designated criterion plus adjustment by fixed or variable amount or percentage.			
2.08	Prior year actuals may be copied in to budget year data using an account or account group selection process.			
2.09	Budget adjustments may be made using standard document entry-edit-post cycle, providing auditable transaction detail.			
2.10	Budget adjustments are stored in the period in which they are made and kept separate from the original budget distribution.			
2.11	A different number of budget steps can be defined for each account type.			
2.12	The different preparation levels for Revenue and Expenditure accounts and each stage of the budget preparation can be individually titled.			

Budgets and Forecasting

2.13	Full budget preparation history for each account is		
	available for use in budgeting and forecasting.		

Accounts Payable

Reference	System Requirement	Available	Cost to	Comment or
		Yes or No	Modify	Reference to Note
3.00	Control addition of codes (bill to, ship to, terms, etc.) as			
	invoice is entered.			
3.01	Configure encumbrance system to generate encumbered			
	or unencumbered as invoice is paid.			
3.02	Define multiple aging categories and their duration to be			
	used in aging payables.			
3.03	Provide hyperlink to saved or scanned documents			
	(contracts, agreements).			
3.04	View a complete vendor check history, including check			
	number, check date, invoices paid by the check (and			
	corresponding invoice amounts), purchase orders on the			
	invoices and total check amount.			
3.05	Capability to locate vendor by any check history element.			
3.06	Support for vendor credit memos.			
3.07	Determine whether to take a discount, ignore a discount,			
	or let the terms determine the discount.			
3.08	Include multiple purchase orders on a single invoice.			
3.09	Specify as the invoice is entered whether to:			
3.10	Immediately select the invoice for payment			
3.11	Hold the invoice until a specified release date			
3.12	Defer selection until payment docs process.			
3.13	Select the invoice for payment upon matching			
	with purchase order and receiving confirmation.			
3.14	Vendor credit memo subsystem integrates with the			
	invoicing subsystem and the payment document writing			
	process to ensure that the vendor is only paid the net			
	balance owed.			

Accounts Payable

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3.15	Controlled invoice purge process allows purging only if		
	invoices are completely paid, not reflected on current		
	payment documents and are archived.		
3.16	Invoice history inquiry and reporting that allows easy		
	reconciliation of Accounts Payable and General Ledger.		
3.17	Select vendor invoice for payment by:		
3.18	Due date		
3.19	Vendor		
3.20	Specific invoice		
3.21	Range of invoices		
3.22	Upon selection, the system will automatically generate		
	the appropriate payment documents, grouping all items		
	(invoices, credit memos) on a single payment document		
	for each vendor.		
3.23	Trial listing (edit listing) allows user to verify generated		
	payment documents and make adjustments prior to		
	printing.		
3.24	Capability to completely reverse (void) the effect of a		
	generated payment documents.		
3.25	Removal of an invoice, automatically updates affected		
	payment documents that have been generated, but not		
	printed.		
3.26	Print one stub per payment document with the last stub-		
	line containing total of others.		
3.27	Full support of payment document restarts to		
	accommodate printer jams or misfeeds.		
3.28	Improperly printed payment documents automatically		
	voided.		
3.29	Control over payment document reconciliation including:		
3.30	Outstanding payment document list		

Accounts Payable

3.31	Batch canceling of payment documents	
3.32	Ability to cancel individual payment documents	
3.33	Voiding a payment document automatically restores involved invoices to an unpaid status, allowing it to be	
	updated or deleted.	
3.34	Accounts payable processing is seamlessly integrated with the General Ledger and Budgeting modules and bridge to current system (Avantis).	
3.35	All document postings (purchasing orders, change orders, invoices, payment documents, void payment documents, etc.) automatically create appropriate transaction detail at the subsidiary and balance sheet levels that are available for drill down at any summary level.	
3.36	All document entry, edit and posting cycles validate:	
3.37	Account numbers.	
3.38	Over budget conditions.	
3.39	Fund level debit and credit equality.	
3.40	No duplicate data entry is required in the General Ledger module for Accounts Payable transactions.	
3.41	Flexibility to print payment documents on 3 highly used payment documents forms on a continuous feed printer and 3 seldom used payment document forms not on a continuous feed printer.	

Attachment E **Purchasing**

Reference	System Requirement	Available	Cost to	Comment or
		Yes or No	Modify	Reference to Note
4.00	Integrates with current system (bridge to Avantis).			
4.01	System to provide warning or disallow issuance of			
	purchase order when combination or actual paid and			
	encumbered amounts exceed budget.			
4.02	Provide document scan, attach and archive capabilities			
	for attachments (contracts, agreements, etc.).			
4.03	Provides workflow approval process for purchasing with			
	n-level approval.			
4.04	Links to current budget preparation system (BudPrep).			

Accounts Receivable

Reference	System Requirement	Available Yes or No	Cost to Modify	Comment or Reference to Note
5.00	User-configurable customer account number, invoice number and receipt attributes (number of levels, size of each level).		·	
5.01	Computer generated invoice number.			
5.02	User-configurable invoice templates.			
5.03	Cross-references history between customer invoices and customer receipts.			
5.04	Maintains all receipt/invoices and customer receipts.			
5.05	User-generated periods for issuing late notices and generating dunning notices or penalties.			
5.06	Up to four user-defined aging category intervals to allow accurate aging of receivables.			
5.07	User-defined billing categories and rate structures.			

Reference	System Requirement	Available	Cost to	Comment or
		Yes or No	Modify	Reference to Note
6.00	Discriminate Accounts receivable module from Customer			
	Service (Utility Billing) module.			
6.01	User-configurable customer account number (customer			
	account number field length is a minimum of 12			
	characters with an alphanumeric data field type to			
	support district and parcel based numbering scheme),			
	invoice number and receipt number attributes (number of			
	levels, size of each level).			
6.02	User-defined periods for issuing late notices and			
	generating dunning notices (shut-off) or penalties.			
6.03	Up to four user-defined aging category intervals to allow			
	accurate aging of receivables.			
6.04	User-definable billing categories and rate schedules.			
6.05	As new revenue billing categories are created, the system			
	is easily configured to define the types of items and			
	amounts charged for individual services.			
6.06	Capable of calculating deposit rates and maintain over			
	user-defined period for credit back to customer.			
6.07	Allows customer credits to be posted to customer account			
	or interface with Accounts Payable for payment.			
6.08	User-defined billing periods.			
6.09	Capable of handling multiple types of billing categories			
	(monthly service charges, tiered billing, deposits,			
	multiple flat fee charges etc).			
6.10	Capability to define detailed descriptions and default			
	account descriptions to use when the category is billed.			
6.11	Regular billings, penalty billings, interest payments or			
	discounted billings can all have different account			
	distributions.			

6.12	Maintain rate schedules for each billing category.		
6.13	Different rates applied to different customers for the		
	same billing category based on individual customer		
	selection criteria.		
6.14	Amounts can be calculated for specific billings using flat		
	fees or any mathematical operation using specific data		
	elements.		
6.15	Use the same rate schedule for multiple billing		
	categories.		
6.16	Define independent penalty rate schedules for each		
	billing category.		
6.17	Capability to increase the penalty amounts based on the		
	age of the outstanding balance.		
6.18	Capability to override the default account distributions		
	and calculated billing amounts for an individual billing.		
6.19	Balance forward periodic billing.		
6.20	Define characteristics of customer based confidence level		
	and credit status.		
6.21	Specify the frequency of late notices, penalty assessments		
	and regular billings.		
6.22	Maintain multiple addresses for bill-to, location, etc.		
6.23	Maintain customer history by multiple account numbers		
	or customer name.		
6.24	Manual entry for processing one-time billing events from		
	fee-package.		
6.25	Bills can be updated before printing to incorporate		
	changes in account distribution, billing amounts,		
	descriptions as well as memos or special text lines.		
6.26	Each invoice allows room for multiple description lines		
	and an unlimited number of accounts to be credited with		
	the associated revenue.		

6.27	Billing may include calculation of each line item.		
6.28	Selection of a variety of elements to print on the invoice		
	(category descriptions, memo lines, historical data,		
	category names, values i.e. projected next meter read		
	date, itemized list of charges including water		
	consumption breakdown in tiers, carryover/balance		
	forward listed in itemized amount not lump sum, only		
	charges remaining from previous bill will carry a		
	message warning about disconnection, penalty and legal		
	action) allows the definition of invoice format and		
	appearance.		
6.29	Invoices may be selected for printing based on invoice		
	group, invoice date, due date, specific account number or		
	specific invoice numbers.		
6.30	Invoices can be sorted in a variety of orders including		
	customer number, customer name or zip code.		
6.31	Invoices can be reprinted any number of times.		
6.32	Invoices can be voided, automatically reversing all		
	associated charges to customer.		
6.33	Full support for printing late notices.		
6.34	Full support for creating penalty invoices.		
6.35	Calculation of penalty amounts is under the control of		
	user-defined rate schedules.		
6.36	Each customer is individually configured for first-in/first-		
	out (FIFO) cash application (wherein the oldest billings		
	are paid first). All cash receipts are applied to penalty		
	amounts prior to regular billings.		
6.37	Receipts can be voided and all associated accounting		
	transactions automatically reversed.		
6.38	When a receipt is voided a specific reason code can be		
	applied which is designated "credit related." All		
	transactions identified as "credit related" are displayed on		

	a credit history inquiry screen.		
6.39	Specific security level for void or other adjustments as		
	defined by user.		
6.40	All Utility Billing processing is seamlessly integrated		
	with the General Ledger and other customer service		
- 14	modules.		
6.41	All document postings (customer invoices, penalties,		
	receipts, adjustments, voids, etc.) automatically create		
	appropriate transaction detail at both the subsidiary and		
	balance sheet levels and are available for drill down		
- 10	viewing.		
6.42	All document entry, edit and posting cycles are checked		
	for valid account numbers, valid automatic balance sheet		
	summary entries and fund-level debit and credit equity.		
6.43	Maintain closed customer accounts for historical cross-		
	referencing.		
6.44	Integrates with remittance processing system		
	(OCR/Encoder).		
6.45	Integrates CASS postal encoding.		
6.46	Integrates automatic meter reading (AMR) and radio		
	reads with Invensys.		
6.47	Integrates barcode scanning and optical scanning.		
6.48	Integrates with Invensys meter reading software		
	including mapping features (mapping features require		
	latitude and longitude fields with a minimum of 8		
	characters per field).		

Fixed Asset Management

Reference	System Requirement	Available	Cost to	Comment or
		Yes or No	Modify	Reference to Note
7.00	Integrates with General Ledger, Accounts Payable other			
	system modules and current system (bridge to Avantis).			
7.01	Automatic General Ledger entries generated for asset			
	disposal (bridge to Avantis).			
7.02	Can re-run depreciation for an open fiscal period to allow			
	for changes and corrections.			
7.03	Capital Projects management including:			
7.04	Interfaced with Accounts Payable, Payroll and			
	General Ledger modules to gather entries by			
	project number.			
7.05	Project detail entries such as: project number;			
	description; total budget amount; budget			
	amounts for specific costs.			
7.06	Integrates with current systems (Avantis, MS			
	Project Server).			

Inventory Control

8.00	Interfaces with current system (Avantis).		

Integrated Report Writer/Generator

Reference	System Requirement	Available Yes or No	Cost to Modify	Comment or Reference to Note
10.00	Output types available for screen, disk or printer.			
10.01	Columnar outputs include detail, detail with subtotals, subtotals only and grand totals.			
10.02	User-formatted reports provide WYSIWYG page preview interface.			
10.03	Supports:			
10.04	Word wrap within a user-specified area.			
10.05	Headings.			
10.06	Sub-headings.			
10.07	Sub-totals.			
10.08	Grand totals.			
10.09	Footers.			
10.10	Unlimited subtotal breaks.			
10.11	Groupings.			
10.12	Built in support for mailing labels.			
10.13	Automatic summary by row and column.			
10.14	Supports row and columnar averaging, minimums, maximums, counts, percentages and formulas.			
10.15	Provides X/Y graphical representations and histograms.			
10.16	Designed to work efficiently with SQL RDBMS in searching, sorting and file joining and linking operations.			
10.17	Directly access native data and index files without temporary indices required.			
10.18	Optimizes SQL queries based on predefined relationships.			
10.19	Dynamically accesses only tables/files required to produce the specific outputs requested.			

Integrated Report Writer/Generator

10.20	Provides graphical views of one-to-one and one-to-many relationships.	
10.21	Supports inner and outer joins.	
10.22	Data dictionary allows user for column or field.	
10.23	Data dictionary contains save procedures for batch and interactive execution.	
10.24	Category, record (row) and field (column) level security.	
10.25	Enforceable security by user and/or user grouping.	
10.26	Comparison operators include equal, not equal, greater than, not greater than, less than, not less than, greater than or equal to, less than or equal to, range, Boolean logic or multiple values.	
10.27	Supports numeric, character, date or null comparisons.	
10.28	Unlimited levels of selection conditions combined with and/or conditions.	
10.29	Contains "begins with" and "ends with" wild card selection capability.	
10.30	Case-sensitive and insensitive searching capabilities.	
10.31	Sorting available on ascending and descending basis on any database fields or created values.	
10.32	Numeric, character and data sequence sorting available.	
10.33	Unlimited number of sort fields may be specified.	
10.34	Menu-driven math operations available including add, subtract, multiply and divide.	
10.35	Provides precision in all calculations.	
10.36	User-specified scaling of result field, including rounding or truncating.	
10.37	Includes date math (add and subtract).	
10.38	Menu-driven substring and concatenate functions.	
10.39	Menu-driven prompt and move functions.	

Integrated Report Writer/Generator

10.40	Menu-driven initialize command.		
10.41	Configurable keys and screen labels.		
10.42	Stored report procedures can be run by batch file or executed by a user-defined editor.		
10.43	User prompting for runtime parameters.		
10.44	Allows a user-defined editor.		
10.45	May be configured to prompt for the output device upon execution.		
10.46	Comments allowed in procedures.		
10.47	Print style support (formatting).		
10.48	Support multiple operating system environments.		

Operations Management

Reference	System Requirement	Available Yes or No	Cost to Modify	Comment or Reference to Note
11.00	Variety of reports including: Consumption (Water);			
	Production (Wastewater/Sewer); Service/Work Orders			
	and Regulatory.			

Attachment L Application Security

Reference	System Requirement	Available	Cost to	Comment or
		Yes or No	Modify	Reference to Note
12.00	All proposed applications have tightly integrated security			
	that allows the system administrator to control access to			
	specific programs and functions.			
12.01	Security capability extends permission to an individual			
	user to view without being allowed to add, delete or			
	modify data.			
12.02	Security permissions can be applied at three levels: the			
	individual user, to groups of users or at the default "all			
	users."			
12.03	Users can be assigned to groups, and permissions can be			
	applied to the group.			
12.04	Multiple users can be assigned the same permissions with			
	on duplication of effort.			
12.05	Individual users can be assigned specific permissions, but			
	only for those permissions that differ for the user from			
	the default "all users" permissions or from any groups to			
	which the user belongs.			
12.06	Additional security functions can be added to programs,			
	including the capability to extend add/update security as			
	low as the data field level.			

Freeform Notes

Reference	System Requirement	Available	Cost to	Comment or
		Yes or No	Modify	Reference to Note
13.00	All application programs have on-line, context sensitive			
	help as a guide through data-entry procedures.			
13.01	Every module/program contains help describing the			
	general purpose of the module/program as well as more			
	specific help screens and data fields.			
13.02	There is on-line help available for all programs/modules.			
13.03	On-line help related to any informational error messages			
	that may be encountered during system use.			
13.04	A comprehensive library of user manuals is provided.			
13.05	All data-entry programs/modules allow users to add			
	freeform notes to the object being entered. The reason for			
	an adjusting journal entry or budget adjustment, special			
	instructions related to a purchase order or the justification			
	for a supplemental budget request, for example.			
13.06	Notes are marked with a significant marker indicating to			
	the user that another user has provided additional			
	information.			

Report Processing Flexibility

Reference	System Requirement	Available	Cost to	Comment or Note to
		Yes or No	Modify	Reference
14.00	The user has the option to specify at runtime the number			
	of copies to be printed.			
14.01	Reports may be run in the background, allowing the user			
	to use her/his workstation.			
14.02	Reports may be scheduled to run at a later time.			

Reference	System Requirement	Available	Cost to	Comment or Note to
		Yes or No	Modify	Reference
15.00	Cross-references history between customer invoices and			
	customer receipts.			
15.01	Maintains all receipt/invoice relationships for easy			
	reference.			
15.02	View a list of all open items for the customer, with			
	information including invoice date, due date, invoice			
	number, outstanding open balance per invoice per, non-			
	posted cash drawer payments, and outstanding open			
_	balance per invoice per line item.			
15.03	System maintains credit history for each customer,			
	including last notice date, number of times notices were			
	issued, last penalty date and amount, number of times			
	penalties were issued, maximum number of days			
	delinquent and the last date of a delinquent payment.			
15.04	View and print a complete customer transaction history			
	for all billing, receipt, adjustment activity and			
	consumption.			
15.05	Payments can be voided and all associated accounting			
	transactions are automatically reversed.			
15.06	When a check is voided a specific reason code can be			
	applied which can be pre-programmed by user (NFS,			
	incorrect amount, for example) adding a forced read			
	comment or highly visible flag on the customer account.			
15.07	All Customer Service functions are seamlessly integrated			
	with the General Ledger and other related modules.			
15.08	All document entry, edit and posting cycles are checked			
	for valid account numbers valid automatic balance sheet			
	summary entries and fund-level debit and credit equality.			
15.09	Maintain closed account numbers.			

Provides the Meter Maintenance and Services subsidiary		
Identification number.		
Location.		
Size.		
Original set date.		
Most recent set date.		
Serial Number.		
Route.		
Route sequence.		
Most recent turned off date.		
Most recent turned on date.		
Provide a Work Order subsidiary system with the		
following attributes:		
Work order number (system generated).		
Activity/type code.		
Created date.		
Scheduled date.		
Completed date.		
Materials used.		
Generated by.		
Work performed by.		
Cost.		
Remarks.		
Service address.		
Hours/minutes to complete.		
Multiple user defined functions.		
Post charges to customer accounts.		
	system with the following attributes: Identification number. Location. Size. Original set date. Most recent set date. Serial Number. Route. Route sequence. Most recent turned off date. Most recent turned on date. Provide a Work Order subsidiary system with the following attributes: Work order number (system generated). Activity/type code. Created date. Scheduled date. Completed date. Materials used. Generated by. Work performed by. Cost. Remarks. Service address. Hours/minutes to complete. Multiple user defined functions.	system with the following attributes: Identification number. Location. Size. Original set date. Most recent set date. Serial Number. Route. Route sequence. Most recent turned off date. Most recent turned on date. Provide a Work Order subsidiary system with the following attributes: Work order number (system generated). Activity/type code. Created date. Scheduled date. Completed date. Materials used. Generated by. Work performed by. Cost. Remarks. Service address. Hours/minutes to complete. Multiple user defined functions.

15.36	Ability to download, save and attach pictures to		
	work order.		
15.37	Ability to view completed and pending work		
	orders when view accounts.		
15.38	Full payment receiving and receipting subsystem		
	including the following:		
15.39	Cash drawer inquiry screen that is easy to use		
	and understand.		
15.40	Electronic payment capabilities via cash drawer,		
	Internet or phone accept ATM, credit card,		
	automatic withdrawal and automatically post		
	deposit.		
15.41	Separate billing and posting dates.		
15.42	Fully integrates with utility billing for payment		
	postings.		
15.43	Posting of multiple types of payments (customer		
	consumption, meter service charge, standby fee,		
	disconnect/reconnect fees, deposits, permits,		
	connection fees, off-site meter fees,		
	damaged/missing lock fees, reread fees, pressure		
	check fees, parcel inquiry fees, NFS fees,		
	Change of Ownership fees Meter Calibration		
	fees, for example) at the payment station with		
15.44	cash drawer printing receipt.		
15.44	Posting of permit application information at the		
	payment station with cash drawer printing		
15.45	receipt and permit printing to dot-matrix printer.		
15.45	Automatically assigns permit number to permit		
	based on the district that the permit fall under		
	(there are 10 water districts and 10 sewer		
	districts).		

15.46	Automatically populates application for	
	connection to water system.	
15.47	Automatically populates application for	
	connection to sewer system.	
15.48	Exceed amounts.	
15.49	Full collections and delinquencies subsystem:	
15.50	User defined problem flags available on each	
	account.	
15.51	Upon closing, customer accounts are transferred	
	to Accounts Receivable with balance data by	
	type.	
15.52	Accounts classified as in the collections mode,	
	are moved to a collections holding bin.	
15.53	Integrated Voice Response (IVR) subsystem	
	contacts customer with delinquent or disconnect	
	information.	
15.54	IVR subsystem utilizes automated scheduler	
15.55	software.	
15.55	System dumps customer data files that are in	
	collections at year-end for upload to the Tax Roll	
15.56	by the County Assessor's Office.	
15.56	Tracks user transactions (when a user runs batch billing,	
	batch payments, makes cash drawer payments,	
	adjustments to a customers account their	
	name/employee number is recorder as well as the date	
15.57	and time, for example). Room for unlimited comments or notes for each	
13.37	account.	
15.58	All documents postings (customer invoices, penalties,	
13.30	receipts, adjustment, voids, etc.) automatically creates	
	appropriate transaction detail at both the subsidiary and	
	appropriate transaction detail at cour the substituty that	

	balance sheet levels and are available for drill down		
	viewing.		
15.59	Accommodates an Assessor's Parcel Number (APN).		
15.60	Integrates with Utility Billing and Accounts Receivable		
	modules.		
15.61	Provides hyperlink to scanned/saved documents.		

Attachment P Tax Roll

Reference	System Requirement	Available Yes or No	Cost to Modify	Comment or Reference to Note
16.00	Integrates seamlessly with Utility Billing, Customer			
	Service and Land Based Geographic Applications modules.			
16.01	Search and match parcels from stand-by status.			
16.02	Remove stand-by active accounts.			
16.03	Trial/Edit List for review prior to final tax-roll write off, allows users to make necessary changes.			
16.04	Flags accounts in collections that are on a payment schedule.			
16.05	Write offs include delinquent stand-by accounts.			
16.06	Writes off delinquent accounts 3 weeks before year-end and zeros out accounts.			
16.07	Creates export file for Assessor's office.			

Technical Requirements

Reference	System Requirement	Available	Cost to	Comment or
		Yes or No	Modify	Reference to Note
17.00	Integrates with current technology, including the			
	following:			
17.01	Integrates with remittance processing system			
	(OCR/Encoder).			
17.02	Integrates with postal encoding (CASS).			
17.03	Integrates with check encoding (ACH).			
17.04	Integrates with automatic meter reading (radio reads			
	with Invensys interrogators).			
17.05	Integrates with barcode scanning and optical scanning.			
17.06	Integrates with Integrated Voice Response (IVR).			
17.07	Integrates with E-gov/Internet Customer Service.			
17.08	Integrates with mixed domain (NT and 2000 with active			
	directory).			
17.09	There will be a minimum of 10 personnel entering			
	billing payments, customer information data and			
	querying the system for details. It is expected that peak			
	system access time will be during 8:30 am through 4:30			
	pm. Druing peak periods, the system shall be able to			
	perform screen-to-screen transactions for simple			
	inquiries in no less than 3.5 seconds regardless of			
	location (Victorville or Crestline) or connection method			
	(PC, and terminal server and thin client).			
17.10	The system must run under a common and widely used			
	relational database management system (RDMS).			
17.11	The system shall support approximately 25,000			
	customer accounts and is capable of expanding at a rate			
	of ten (10) percent per year.			

Technical Requirements

17.12	Vendor must provide/recommend server and		
	workstation hardware configuration. Both server and		
	workstation software must function in a mixed domain,		
	have an open architecture and be ODBC compliant.		
17.13	The system shall support a minimum of twenty-five (25)		
	concurrent users.		
17.14	The system must be easily upgradeable from RDMS		
	version to a higher version with no impact.		
17.15	The system must be available in a open architecture, and		
	be developed in such a manner to readily allow system		
	changes by the vendor or DWS staff.		
17.16	The system must be flexible, allowing the creation of		
	user-defined fields for each table/entity contained in the		
	system.		
17.17	The system must be scaleable across multiple platforms		
	and possess the capability and flexibility for multi-tiered		
	processing.		

Attachment R **Data Conversion**

Reference	Conversion Requirement	Agree	Additional	Comment or
	Implementation & Support	Yes or No	Cost	Reference to Note
18.00	The Vendor shall move the data from the existing Unix-			
	based databases to the new system.			
18.01	The Vendor shall include 3 attempts to convert the data			
	in the conversion price quote.			
18.02	The Vendor shall not charge the San Bernardino County			
	Special Districts Department for a failed conversion			
	attempt when the error is the Vendors'.			

Technical Support

Reference	Technical Support Requirement	Agree	Additional	Comment or
	Implementation & Support	Yes or No	Cost	Reference to Note
19.00	The Vendor shall provide training at a site designated by			
	the DWS Division for a maximum of 12 key staff.			
19.01	The Vendor shall provide 12 hard copy training manuals			
	and an electronic version in Microsoft Word or PDF			
	format.			
19.02	The Vendor shall provide 2 hard copy user manuals and			
	an electronic version in Microsoft Word or PDF format.			
19.03	Vendor must provide a minimum of forty-hours (40) of			
	technical hardware and software training.			
19.04	The Vendor shall provide the following technical			
	support to key staff personnel			
19.05	Emergency Outage calls Monday through			
	Friday, 8:00 a.m. through 5:00 p.m.(Pacific			
	Daylight Time) with a 2 hour response time,			
	including holidays.			
19 .06	Routine service calls Monday through Friday,			
	8:00 a.m. through 5:00 p.m.(Pacific Daylight			
	Time) with a 24 hour response time, excluding			
	holidays.			

Attachment T Additional Costs

Reference	Operations and Maintenance	Agree	Additional	Comment or
		Yes or No	Cost	Reference to Note
20.00	Vendor must provide an estimate of recurring costs as			
	well as any other costs.			
20.01	Vendor must provide three-year maintenance and			
	support cost.			
20.02	Vendor must provide periodic upgrade costs.			